

INTRODUCTION

The incumbent serves as a Secretary in a Plant Protection and Quarantine work unit providing clerical and typing support for the Officer-In-Charge.

DUTIES

Receives visitors and telephone calls, determines the nature of the requests and directs caller to the appropriate official or furnishes routine information.

Establishes and maintains correspondence, policy and procedures files by coding materials, filing, and disposing of materials in accordance with standard procedures.

Extracts statistical data from work unit's reports to prepare various periodic and financial reports (i.e., monthly, WBES, training).

Using word processing equipment, types letters, memoranda, and reports from rough drafts and oral instructions into final form with responsibility for grammar, spelling, punctuation, and style.

Maintains adequate stock of supplies and forms based on periodic inventories.

Makes necessary arrangements for travel, arranges schedules of visits, makes reservations and notifies personnel involved.

Receives, opens, and distributes mail.

Maintains directives and manuals for the office by adding inserts or making pen and ink changes.

FACTORS

1. Knowledge Required by the Position

Knowledge of the organization's functions, policies, and procedures to refer visitors, telephone calls or answer non technical questions.

Knowledge of procedures for requisitioning office supplies to maintain adequate stock for the

unit.

Knowledge of grammar, spelling, punctuation, and style to type various material accurately in final form.

Knowledge of APHIS filing systems to establish, maintain, and dispose of materials.

Skill in operating word processing equipment. A qualified typist is required .

WORK SITUATION A

The work unit's internal procedures are simple and informal. The Officer-in-Charge usually coordinates the work through face-to-face discussion with the officers or subordinate supervisors.

2. Supervisory Controls

The Supervisor provides assignments, generally indicating what needs to be done, such as setting deadlines and priorities. Additional instructions are given for new, difficult, or unusual assignments. Recurring work is performed independently in accordance with established priorities and instructions. Completed work is spot-checked for accuracy and compliance with instructions and established procedures.

3. Guidelines

Guidelines include administrative instructions, bulletins, directives, and manuals that provide specific guidance for clerical duties. Style and form manual, sample letters, and reports are used as guides for typing duties. The employee uses judgment in selecting the most appropriate guidelines for application to specific cases.

4. Complexity

The employee performs the full range of procedural and some substantive clerical duties in support of the office. The work consists of several related steps such as coding material for filing, filing the material, and retrieving information when requested. The employee performs recurring work independently, making decisions as to the priorities based on previous instruction or procedures. Action to be taken on clerical and typing duties varies according to the type of material being processed or information requested.

5. Scope and Effect

The purpose of the work is to perform, coordinate, and facilitate the clerical activities of the office, to provide needed reports and information to other organizations and outside individuals. The work contributes to the daily efficiency of the office.

6. Personal Contacts

Contacts are with brokers, importers, industrial organizations, farmers, county agents, extension service, U.S. Customs, and PPQ staff inside and outside the office.

7. Purpose of Contacts

The purpose of the contacts is to transmit and obtain information. Tact is required in order to establish and maintain cooperative relationships.

8. Physical Demands

The work is sedentary with occasional carrying of light supplies.

9. Work Environment

The work is performed in an office setting.